



CLIENT EMERGENCY GUIDE

Please note that our agency is not an emergency service, and our staff are not available outside of their working hours to respond to calls or emails. If you have an emergency, please utilize the resources below. All numbers listed are available 24/7 in both Contra Costa and Alameda counties. All numbers have interpretation services available. It is a good idea to save these numbers in your phone and post this sheet on your refrigerator!

General & Medical Emergencies

911 (call): You can call 911 for any emergency, such as robbery, fire, or medical emergency. When you aren't sure who to call during an emergency situation, call 911.

Emotional Crisis & Suicide Hotline

988 (call or text): If you need to talk to somebody about your feelings or are thinking about hurting yourself or ending your life, this hotline is available to support you through both call and text (texting is English only). Everything you share will be kept confidential. You can call if you are concerned about yourself or someone else.

National Human Trafficking Hotline

1-888-373-7888 (call) or 233733 (text): If someone is forcing you to work or engage in sexual activity for money/something of value, this hotline can help support you. All calls are confidential and answered live by highly trained Anti-Trafficking Hotline Advocates.

National Domestic Violence Hotline

800-799-7233 (call): People who reach out to this hotline may identify as survivors of abuse, concerned friends or family members, or as abusive partners seeking to change themselves. They will ask for general information and offer support based on your specific situation. They will never make decisions for you; you have full control when you call.

Poison Control Center Hotline

800-222-1222 (call): Call this number if you have a poisoning emergency. You will speak with a specially trained nurse, pharmacist, or doctor at your local poison center. The call is free and confidential. People usually get the help they need over the phone; most people do not need to go to a doctor or the hospital. They can also help you learn about your risks before an emergency.

RAINN Sexual Assault Hotline

800-656-4673 (call): If you or someone you know has been sexually assaulted, help is available. RAINN offers confidential support from trained staff members. They can help find a local health facility that is trained to care for survivors of sexual assault, talk through what happened, help you through your next steps toward healing and recovery, as well as referrals for long-term support in your area, and information about the laws in your community.

Non-Emergency Police Assistance

Contra Costa County: 925-646-2441 (call)

Alameda County: 510-777-3333 (call)

If you need police assistance but it is not an emergency, such as reporting a theft that has already occurred or for noise complaints.

Crisis Text Line

Text "HELLO" to 741741: Available 24/7 for any kind of crisis. A live, trained Crisis Counselor receives the text and responds quickly.

Mental Health Services

Contra Costa Crisis Services: 1-888-678-7277 (call)

Alameda Crisis Support Services: 1-800-309-2131 (call)

For immediate support with mental health crises, emotional distress, or psychiatric emergencies.

Please save these numbers in your phone and post this information on your refrigerator for quick access during an emergency.